

INTERNATIONAL SEARCH REPORT

International application No
PCT/DK2007/000232A. CLASSIFICATION OF SUBJECT MATTER
INV. G06F17/30 G06Q10/00

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
G06F G06Q

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EPO-Internal

C. DOCUMENTS CONSIDERED TO BE RELEVANT

| Category* | Citation of document, with indication, where appropriate, of the relevant passages | Relevant to claim No. |
|-----------|---|-----------------------|
| X | WO 01/09780 A (DA VINCI INNOVATION PTY LTD [AU]; AFRACHTEH KAMBIZ [AU]; CAPEL CAMPBEL) 8 February 2001 (2001-02-08) abstract page 2, line 15 - page 3 page 6, line 20 - page 8, line 12 ----- | 1-13 |
| X | AZVINE B ET AL: "Intelligent process analytics for CRM" BT TECHNOLOGY JOURNAL, KLUWER ACADEMIC PUBLISHERS, DO, vol. 24, no. 1, 1 January 2006 (2006-01-01), pages 60-69, XP019392378 ISSN: 1573-1995 abstract page 64 ----- -/-- | 1-13 |

☒ Further documents are listed in the continuation of Box C.☒ See patent family annex.

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Date of the actual completion of the international search

22 November 2007

Date of mailing of the international search report

05/12/2007

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C(Continuation). DOCUMENTS CONSIDERED TO BE RELEVANT

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| X | BARR R ET AL: "Real time modeling for financial and performance management" CEMENT INDUSTRY TECHNICAL CONFERENCE, 2005. CONFERENCE RECORD KANSAS CITY, MO, USA MAY 15-20, 2005, PISCATAWAY, NJ, USA, IEEE, 15 May 2005 (2005-05-15), pages 43-51, XP010840065 ISBN: 0-7803-9107-1 page 47 - page 50 ----- | 1-13 |
| A | WO 2004/102416 A (TARGIT AS [DK]; MIDDELFART MORTEN [DK]) 25 November 2004 (2004-11-25) abstract page 15 - page 25 ----- | 1-13 |
| A | EP 1 477 909 A (TARGIT AS [DK]) 17 November 2004 (2004-11-17) the whole document ----- | 1-13 |
| A | EP 1 577 808 A (TARGIT AS [DK]) 21 September 2005 (2005-09-21) the whole document ----- | 1-13 |

INTERNATIONAL SEARCH REPORT

Information on patent family members

International application No

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| Patent document cited in search report | | Publication date | Patent family member(s) | Publication date |
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